



# LALU R.S

## IT ASSISTANT MANAGER



### CONTACT DETAILS

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Date of Issue-27/06/2019

Date of Expire-26/06/2029



### Address

Lalu  
Bhavan  
Kuzhivilla Mulayara P.O  
Trivandrum, Kerala,  
India. Pin - 695543

### PERSONAL DETAILS

- Date of Birth: 15-05-1987
- Nationality: Indian
- Marital Status: Married

### LANGUAGE KNOWN

English – Read, Write, Speak  
Tamil - Speak  
Malayalam - Read, Write, Speak

### REFERENCES

Salil Peter  
GM Purchase  
Sunsiyam Resorts  
salil.peter@sunsiyam.com  
+960 7301186

### PROFILE SUMMARY

Over 14 years of experience in Hospitality Information Technology administration and Technical support. Hands on experience in Microsoft windows servers. Cisco Networking, IP PBX Systems, Wi-Fi management Systems, CCTV installations and monitoring, Biometric Attendance System, AV System, Budgeting and cost-effective solutions providing, Resort Pre-opening project work, Network planning and implementation.

### DOMAIN ADMINISTRATION IN PMS

Having good knowledge in installation of Opera, Material Control, Sun systems  
Having Good Knowledge from the past 10 year in HOTSOFT Software One of the Top-rated Software Provided by Datamate Info Solution Cochin, Kerala, India.  
(Financial Accounting, Central Reservation System, Online Reservation System Front Office Management, Restaurant Management, Housekeeping Management, Stock Control & Inventory Management, Laundry Management & Billing, SMS & Mailing System.)

### WORK EXPERIENCE

**Sunsiyam Resorts Pvt Ltd** (managed four luxury private island properties in the Maldives)

**IT Assistant Manager** – Got Promoted (September 2021 to Present)

**IT Administrator** - (Sep 2019 to Aug 2021)

#### Accomplished task & responsibilities

- Assigning work through CMS system to Team.
- Managing Vendors, Suppliers, SLAs and Contracts (related to Software, Hardware and IT Services).
- budgeting for IT equipment and Network.
- Handling all guest's complaint in a professional manner as per Resort's Policy and Procedure.
- Managing IT infrastructure including Windows Servers, Fiber Network, FortiGate Firewall, Ruckus Wi-Fi Management, and VMware vSphere, Dell Servers.
- Converted Physical server to VM using VMWare
- Kaspersky Security center Installation and configuration

## TECHNICAL KNOWLEDGE

### WINDOWS SERVER

(Server 2019,2016,2013)

- Active Directory Domain and Computers
- Active Directory domain and Trust
- Group Policy Management
- File and Storage Services

### Client OS

- Windows 11, Windows 10, Windows xp.
- Ubuntu, Red hat

### NETWORK AND FIREWALL

- Pfsense Firewall
- FortiGate Firewall
- Fibre Optic Networking
- Gpon Networking
- Cisco Switches

## Group Network Administrator (IT Head) – Got Promoted

(Joys Resorts and hotels June 2012– May 2019)

### System and Network Engineer - Got Promoted

(Joys Resorts and hotels– June 2010 to April 2012)

### System and Network Engineer

(The Travancore Heritage – February 2007 to April)

(Joys Resorts and hotels is a Group Hotel Included The Travancore Heritage in Kerala India (90 rooms) and Lepondy Resort in Pondicherry (70 rooms) with centralized Office)

## Accomplished task & responsibilities

- Preopen resort IT Network design and Implementation (Lepondy Resort)
- Cisco IPsec VPN implementation with head office and resorts
- Pfsense Firewall Management
- Wi-Fi Implementation Entire property
- Guest Wi-Fi with IP TV Facility
- Biometric attendance installation and configuration
- Centralized accounts and reservation management system
- CCTV Camera Installation and remote streaming
- Hotel Management Software Migration
- GPON Fiber Optic Cabling to all guest rooms
- Radius server installation and management

## System & Network Engineer – 2006 Jan–2007Jan

(COMSOL PVT LTD Trivandrum- India)

## Task and responsibilities

- Computer Assembling and Troubleshooting
- Windows Server and client OS Installation
- Software Installation and configuration
- Installation of wireless access points
- Windows networking file sharing
- Onsite service support and trouble shooting
- Antivirus installation and update
- System data backup and formatting
- Outlook configuration
- installation and configuration of network devices router, switches, etc.

## TECHNICAL KNOWLEDGE

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- Problem-Solving and Administration
- Physical server to VM conversion without major downtime
- Hyper-V Server Installation, configuration and Replication
- FortiGate and PFSense Firewall Management
- Cisco IPSec site to site-VPN configuration for centralized Office
- CCTV Installation and management
- AV System Management
- PMS Software Management
- Windows Domain Controller, File Server, Domain Trust, DNS Server, DHCP Server
- Windows server schedule backup
- G Suite Admin and Outlook Management
- NAS Server Installation and configuration
- GPON Fiber Optic Network Management
- Grand Stream and Metrix IP PBX Administration
- Maintaining and managing IT inventory system
- monitoring computer networks and systems to identify how performance can be improved

## Technical qualification

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- Cisco Certified Network Associate - CSC012127660
- Microsoft Certified Solution Expert - F051-9343
- Diploma in Computer Application
- BSNL Advanced Computer Networking Training

## Educational qualification

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- Bachelor of Science
- CompTIA A+ (Advanced Diploma in Computer Hardware and Networking)
- Plus, Two
- SSLC

## DECLARATION

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I hereby declare that the information furnished above is true to the best of my knowledge.

Lalu R S